

## LifeLine contacts received and closed by CAB during the month of March 2018

Data Pull Date:

40918

### Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Received	86	82	90	100	75	88	75	96	98	68	78	50	115
Closed	86	82	90	100	75	88	75	96	98	68	78	50	115
LifeLine Appeals Subcategories <sup>1</sup>													
LL Customer Did Not Return Form	3	6	1	2	1	3	1	1	0	2	0	0	4
LL Documents Not Provided/Does Not Meet Guidelines	1	1	0	1	0	0	1	1	0	0	0	0	0
LL Form Complexity	5	9	13	9	7	9	6	5	5	3	10	6	11
LL IDV Identity Verification	1	0	2	0	0	0	0	0	1	1	2	0	3
LL Initials Missing	3	2	0	0	0	0	1	1	0	1	0	0	0
LL No Carrier Authority	0	0	1	0	0	1	0	0	3	1	1	0	5
LL Nondeliverable	0	0	0	1	0	0	0	0	3	0	1	0	2
LL Policy/Practices	48	39	51	54	41	46	29	49	52	40	37	17	51
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	1	0	1	2	0	0	0	0	0	0	0	0	1
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	0	0	0	0	0	1	0	0	0
LL Tribal	0	0	0	1	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Appeals	62	57	69	70	49	59	38	57	64	49	51	23	77
LifeLine Billing Subcategories <sup>1</sup>													
LLB Address Error	1	0	3	2	4	2	0	1	2	0	1	2	1
LLB Application Request	2	5	2	2	3	5	3	4	3	2	4	2	4
LLB Approved for Discount	7	2	4	7	3	1	12	9	5	3	6	4	8
LLB Discount Switched to Other Carrier	1	1	0	2	2	1	3	9	6	4	3	4	7
LLB Federal Program/Equipment	13	17	12	17	14	19	19	16	18	9	13	15	17
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	1	0	0	0
Total Billing	24	25	21	30	26	28	37	39	34	19	27	27	37
LifeLine Freeze Subcategories													
LLF Address Change				0	0	0	0	0	0	0	0	0	0
LLF Enrollment Freeze				0	0	0	0	0	0	0	0	0	0
LLF Failure to Provide Service				0	0	1	0	0	0	0	0	0	1
LLF Federal Violation				0	0	0	0	0	0	0	0	0	0
LLF Late Fees				0	0	0	0	0	0	0	0	0	0
LLF State Violation				0	0	0	0	0	0	0	0	0	0
Total Freeze	0	0	0	0	0	1	0	0	0	0	0	0	1

## Section II - Written LifeLine Contacts Received and Closed by Case Type

<b>LifeLine Written Contacts in CAB</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>Received</b>													
LL Appeals (Landline & Wireless) Received	181	148	202	159	118	130	110	112	105	100	134	142	168
LL Billing Received	60	56	79	75	53	64	75	65	57	43	64	67	108
LL Complaints Received	2	2	0	2	3	1	1	4	1	1	2	2	5
LL Inquiries Received	26	13	51	22	21	29	34	24	32	29	24	24	23
LL Assignment Pending	30	43	8	45	35	27	2	24	9	16	34	18	33
LL Enrollment Request Freeze			0	0	1	0	0	1	0	0	1	0	0
LL Discount Transfer Freeze			0	0	0	1	0	1	0	0	0	0	0
<b>Total Written Contacts Received</b>	<b>299</b>	<b>262</b>	<b>340</b>	<b>303</b>	<b>231</b>	<b>252</b>	<b>222</b>	<b>231</b>	<b>204</b>	<b>189</b>	<b>259</b>	<b>253</b>	<b>337</b>
<b>Closed</b>													
LifeLine Appeals Closed	216	129	196	215	147	130	157	115	95	100	139	145	176
<i>Landline Appeals</i>	134	81	105	97	60	64	73	58	40	54	74	107	117
<i>Wireless Appeals</i>	82	48	91	118	87	66	84	57	55	46	65	38	59
LL Billing Closed	85	79	71	64	101	66	73	64	69	59	53	85	88
LL Complaints Closed	1	1	1	0	1	0	0	1	2	0	0	1	2
LL Inquiries Closed	42	14	29	50	36	39	58	20	48	28	37	36	31
LL Enrollment Request Freeze				1	1	0	1	1	0	0	1	0	0
LL Discount Transfer Freeze				0	0	1	0	0	2	0	0	0	0
LL Unknown <sup>1</sup> Closed	1	0	1	0	2	0	0	0	0	1	1	1	0
<b>Total Written Contacts Closed</b>	<b>345</b>	<b>223</b>	<b>298</b>	<b>330</b>	<b>288</b>	<b>236</b>	<b>289</b>	<b>201</b>	<b>216</b>	<b>188</b>	<b>231</b>	<b>268</b>	<b>297</b>

### Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	March		
LifeLine Appeals (Landline & Wireless)														Denial Overturned <sup>2</sup>	Denial Upheld <sup>2</sup>	
LL Customer Did Not Return Form	64	33	56	59	50	46	69	49	34	28	38	34	37	2	35	
LL Documents Not Provided/Does Not Meet Guidelines	33	20	46	41	27	22	24	25	22	22	19	21	21	6	12	
LL Form Complexity	8	8	10	6	1	7	8	5	4	3	4	4	9	1	5	
LL IDV Identity Verification	35	15	27	23	9	5	7	6	10	15	45	57	67	31	28	
LL Initials Missing	14	15	15	20	21	15	16	10	16	11	17	10	14	1	13	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	
LL Policy/Practices	9	5	4	12	12	6	10	11	2	2	2	7	4	0	3	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	6	5	2	3	0	3	0	0	3	0	1	1	2	0	1	
LL Signature/Printed Name Does Not Match/Missing	40	24	30	41	16	20	14	6	1	10	6	4	15	5	10	
LL SSN/DOB/Tribal ID Not Provided	6	4	6	10	11	6	8	3	3	9	7	6	7	3	3	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	216	129	196	215	147	130	157	115	95	100	139	145	176			
LifeLine Billing														VoIP	Wireless	Wireline
LLB Address Error	5	7	6	5	12	5	7	4	7	12	4	7	5	0	5	0
LLB Application Request	27	27	19	22	28	19	25	16	16	11	18	43	47	1	5	41
LLB Approved for Discount	10	17	12	9	21	14	12	15	11	9	11	12	13	0	8	5
LLB Discount Switched to Other Carrier	5	5	6	3	8	7	10	8	17	13	9	10	9	1	4	4
LLB Federal Program/Equipment	38	23	28	25	32	21	19	21	15	14	11	13	14	0	14	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Total Billing	85	79	71	64	101	66	73	64	69	59	53	85	88			
LifeLine Freeze <sup>3</sup>																
LLF Address Change				0	0	0	0	0	0	0	0	0	0			
LLF Enrollment Freeze				1	1	0	1	1	0	0	1	0	0			
LLF Failure to Provide Service				0	0	1	0	0	2	0	0	0	0			
LLF Federal Violation				0	0	0	0	0	0	0	0	0	0			
LLF Late Fees				0	0	0	0	0	0	0	0	0	0			
LLF State Violation				0	0	0	0	0	0	0	0	0	0			
Total Freeze	0	0	0	1	1	1	1	1	2	0	1	0	0			

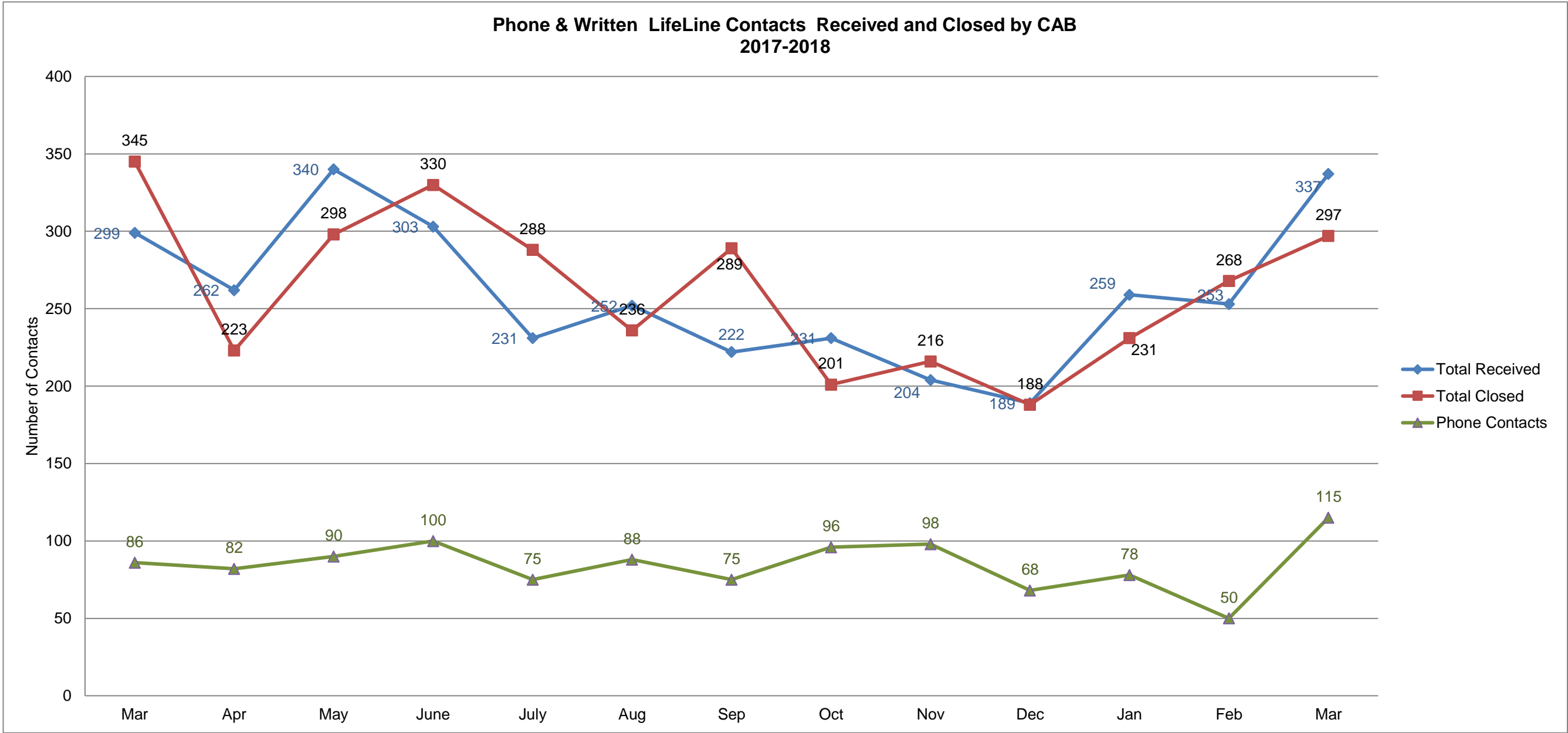
**Disclaimer:** The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

<sup>1</sup> Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

<sup>2</sup> Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

<sup>3</sup> New case type and subcategories added to reflect changes in the LL program effective June1, 2017.

LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Received	299	262	340	303	231	252	222	231	204	189	259	253	337
Total Closed	345	223	298	330	288	236	289	201	216	188	231	268	297
Phone Contacts	86	82	90	100	75	88	75	96	98	68	78	50	115